

# 2009 LCFAC TO SCFAC SURVEY RESPONSE

## FINAL REPORT

### 1. LCFAC's represented in completed surveys:

- Alamance-Caswell-Rockingham LME
- The Beacon Center Mental Health Partners
- Center Point Human Services
- Crossroads Behavioral Healthcare
- Cumberland County Mental Health Center
- The Durham Center
- East Carolina Behavioral Health
- Eastpointe
- Five County Mental Health Authority
- Guilford Center for Behavioral Health & Disability Services
- Johnston County Area MH/DD/SA Authority
- Mecklenburg County Area MH DD&SA Authority
- Orange-Person-Chatham MH/DD/SA Authority
- Pathways MH/DD/SA
- Piedmont Behavioral Healthcare
- Sandhills Center for MH/DD/SAS
- Smoky Mountain Center
- Southeastern Center for MH/DD/SAS
- Southeastern Regional MH/DD/SA Services
- Wake County Human Services
- Western Highlands Network
- Mental Health Partners

### LCFAC's who did not complete surveys:

- Albemarle MH Center & DD/SAS
- Onslow Carteret Behavioral Healthcare Services

### 2. CFAC members give input on:

a. The types of activities and services provided by the LME

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
45.5% (10)	45.5% (10)	9.1% (2)	0.0% (0)

b. How the LME's resources are used.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
45.5% (10)	40.9% (9)	0.0% (0)	13.6% (3)

c. How the quality, appropriateness, and effectiveness of the Providers are measured.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
36.4% (8)	40.9% (9)	9.1% (2)	13.6% (3)

d. Collaboration with Providers and community organizations.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
22.7% (5)	59.1% (13)	13.6% (3)	4.5% (1)

### **3. Our CFAC:**

a. Has revised the bylaws to reflect NCGS122C-170.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
68.2% (15)	27.3% (6)	4.5% (1)	0.0% (0)

b. Reflects the ethnic/racial composition of the community.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	27.3% (6)	40.9% (9)	4.5% (1)

c. Has a Mission Statement.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
63.6% (14)	27.3% (6)	4.5% (1)	4.5%(1)

d. Has a relational agreement with the LME Governing Board.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
68.2% (15)	27.3% (6)	0.0% (0)	4.5% (1)

e. Receives information from the LME on a timely basis.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
40.9% (9)	50.0% (11)	9.1% (2)	0.0% (0)

f. Recieves sufficient time to respond to requests from the LME to review information we've been asked to give input on.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	50.0% (11)	13.6% (3)	9.1% (2)

g. Participates in the development of the entire Local Business Plan.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	40.9% (9)	18.2% (4)	9.1% (2)

h. Reviews the entire Local Business Plan before it is sent to the Division for final approval.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	45.5% (10)	18.2% (4)	4.5% (1)

i. Provides recommendations to improve service delivery to the LME.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
40.9% (9)	50.0% (11)	4.5% (1)	4.5% (1)

j. Has been able to assess what our local Service Gaps and Needs are based on information provided by the LME.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	63.6% (14)	9.1% (2)	0.0% (0)

k. Reviews Request for Proposal (RFPs) submissions and Provider contracts.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	50.0% (11)	13.6% (3)	18.2% (4)

l. Is provided with the information necessary to make an informed recommendation of the services needed.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	63.6% (14)	13.6% (3)	4.5% (1)

m. Has identified measurable outcomes that represent attainment of the LME's stated goals.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	31.8% (7)	45.5% (10)	4.5% (1)

n. Monitors the LME's progress in achieving these outcomes.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	50.0% (11)	18.2% (4)	13.6% (3)

o. Conducts periodic assessments of all of the LME's functions.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	36.4% (8)	36.4% (8)	9.1% (2)

p. Monitors the LME's progress in the area of cultural responsiveness and awareness.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	31.8% (7)	31.8% (7)	9.1% (2)

#### **4. Our LME(s):**

a. Presents the purpose and content of the Local Business Plan.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	59.1% (13)	9.1% (2)	0.0% (0)

b. Has the resources to provide services to all persons with Mental Health needs.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
13.6% (3)	13.6% (3)	50.0% (11)	22.7% (5)

c. Has the resources to provide services to all persons with Substance Abuse needs.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
4.5% (1)	18.2% (4)	45.5% (10)	31.8% (7)

d. Has the resources to provide services to all persons with Developmental Disability needs.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
13.6% (3)	13.6% (3)	45.5% (10)	27.3% (6)

e. Has the resources to provide proper Housing to those living with MH.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
9.1% (2)	18.2% (4)	45.5% (10)	27.3% (6)

f. Has the resources to provide proper Housing to those living with DD.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
9.1% (2)	22.7% (5)	36.4% (8)	31.8% (7)

g. Has the resources to provide proper Housing to those living with SA.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
9.1% (2)	13.6% (3)	40.9% (9)	36.4% (8)

h. Has identified other populations in need of MH/DD/SA services.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	59.1% (13)	22.7% (5)	0.0% (0)

i. Provides regular updates on the quality of services monitored.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
36.4% (8)	36.4% (8)	22.7% (5)	4.5% (1)

j. Presents the Community Systems Progress Report to our CFAC

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	45.5% (10)	13.6% (3)	9.1% (2)

k. Provides Service Gaps and Needs information to our CFAC.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
36.4% (8)	54.5% (12)	9.1% (2)	0.0% (0)

l. Provides ongoing Technical Assistance to our CFAC.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
40.9% (9)	59.1% (13)	0.0% (0)	0.0% (0)

m. Staff values the opinion of CFAC members.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
40.9% (9)	45.5% (10)	9.1% (2)	4.5% (1)

n. Staff is receptive to recommendations made by the CFAC.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
45.5% (10)	45.5% (10)	9.1% (2)	0.0% (0)

o. Provides accurate and timely responses and information regarding CAP waivers.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	50.0% (11)	18.2% (4)	4.5% (1)

## **5. Consumers/Family Members are involved in leadership roles in the LME:**

a. Chairing or serving on LME committees.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
45.5% (10)	54.5% (12)	0.0% (0)	0.0% (0)

b. Serving as board members.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
40.9% (9)	27.3% (6)	31.8% (7)	0.0% (0)

c. Conducting publicity and outreach.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
36.4% (8)	50.0% (11)	13.6% (3)	0.0% (0)

d. Reviewing grant proposals.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
13.6% (3)	40.9% (9)	27.3% (6)	18.2% (4)

e. Providing input to the LME Governing Board.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	63.6% (14)	0.0% (0)	9.1% (2)

f. Reviewing LME related materials.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	54.5% (12)	9.1% (2)	4.5% (1)

g. Recruiting Consumer and Family Members for committees.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
36.4% (8)	54.5% (12)	9.1% (2)	0.0% (0)

h. Assisting LME in community outreach efforts.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	63.6% (14)	9.1% (2)	0.0% (0)

i. Providing input on resource allocation.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
22.7% (5)	50.0% (11)	13.6% (3)	13.6% (3)

## **6. Our CFAC annually reviews and gives input on:**

a. Expenditures of service dollars.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	50.0% (11)	4.5% (1)	13.6% (3)

b. Compliance with regulatory and licensing requirements.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	31.8% (7)	22.7% (5)	18.2% (4)

c. Results of Consumer/Family Members satisfaction surveys and other monitoring efforts.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
45.5% (10)	40.9% (9)	9.1% (2)	4.5% (1)

d. Consistency of services offered from the results of a completed community needs assessment.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	50.0% (11)	9.1% (2)	9.1% (2)

e. Linkages and relationships with Providers.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	50.0% (11)	22.7% (5)	9.1% (2)

f. Provider contracts and fiscal policies.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
9.1% (2)	36.4% (8)	40.9% (9)	13.6% (3)

g. The types of activities and services provided by the LME.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
22.7% (5)	63.6% (14)	0.0% (0)	13.6% (3)

h. How the agency's resources are used.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
22.7% (5)	54.5% (12)	9.1% (2)	13.6% (3)

i. How the quality, appropriateness, and effectiveness of the providers are measured.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	36.4% (8)	18.2% (4)	13.6% (3)

j. Collaborative working agreements with other service providers and community organizations.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	36.4% (8)	27.3% (6)	9.1% (2)

## 7. Technical Assistance to Local CFACs:

a. The CFAC has requested, and received Technical Assistance from the LME.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
54.5% (12)	45.5% (10)	0.0% (0)	0.0% (0)

b. The CFAC has requested, and received Technical Assistance from the Division.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	54.5% (12)	9.1% (2)	4.5% (1)

c. The CFAC has requested, and received Technical Assistance from the SCFAC.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
13.6% (3)	27.3% (6)	45.5% (10)	13.6% (3)

## 8. Service Array, Monitoring, and the development of new services

a. The service array in my area meets the needs of all identified population groups.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
0.0% (0)	22.7% (5)	59.1% (13)	18.2% (4)

b. The CFAC does not have enough information to make an informed decision on services needed.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
13.6% (3)	31.8% (7)	50.0% (11)	4.5% (1)

c. Recommendations regarding services have been made to the LME based on the outcomes of the services monitored.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	50.0% (11)	22.7% (5)	9.1% (2)

## 9. Budget for Mental Health, Developmental Disabilities and Substance Abuse Services

a. The CFAC has reviewed the LMEs proposed budget each year.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
31.8% (7)	50.0% (11)	4.5% (1)	13.6% (3)



b. The CFAC has participated in and provided feedback on the development of the LME's budget.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
27.3% (6)	36.4% (8)	22.7% (5)	13.6% (3)

c. The LME has responded to the budgetary recommendations made by the CFAC.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
18.2% (4)	45.5% (10)	22.7% (5)	13.6% (3)

d. The LME's budget meets the needs of all age/disability groups in the catchment area.

<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
4.5% (1)	13.6% (3)	45.5% (10)	36.4% (8)

## TOP 5 RECOMMENDATIONS

### #1 – SERVICES (17 Responses\*)

-The service array does not meet the needs of all identified population groups. (2)\*\*

-Need to improve the availability and quality of outpatient mental health and (2) substance abuse services.

-Increase of quality programs and slots within these programs for all populations that will facilitate and help maintain independence throughout a person's life dependent upon their individual needs no matter where they live (home, group homes, apartments, etc) and / or work.

-Quality and timeliness of services is vital and needs to be a priority when establishing LME goals as it enables inclusion for people with disabilities into the fabric of everyday life, creating a more vibrant, inclusive, and interdependent community as a whole.

-Improve Service Quality through workforce development projects and provide SCFAC / CFACs with written reports quarterly on progress.

-Equal, consistent MH/DD/SA services.

-Keep Community Support Services in NC.

## **#1 – SERVICES (cont'd)**

- Change system philosophy, policies and practices to achieve holistic recovery and self-determination outcomes versus focusing on correcting diagnosed deficits.
- CFAC supports implementation of local drop-in center.
- Assign specific accountability within the Division for each of the 2007 Strategic Objectives and require quarterly reporting to SCFAC and local CFACs on actions and status.
- Improve collaboration between Division and LMEs.
- When appropriate-quality case management.
- Cap waiting list.
- Keep Wright School & Level III & IV Group Homes.
- More concern from state govt. for local issues.

## **#2 – GAPS (10 Responses\*)**

- Identify minorities and youth.
- Dual diagnosis services.
- Increased transition services from school to work and / or life for all populations.
- Assistance with affordable medications.
- Develop and provide funding for Peer Support Services.
- Increased peer support use.
- Adolescent services-acute and into adulthood.
- Increased availability of clinical services to Hispanic / Latino consumers.
- Expansion of Jail Diversion Services.
- Need recreation and leisure opportunities for people with disabilities which is imperative to good mental health. Overall well-being is undervalued and under funded in our communities.

### **#3 – HOUSING (7 Responses\*)**

- More affordable housing needs to be a top priority as housing is grossly inadequate to meet the needs of people with disabilities. (4)
- SA Housing and SA Halfway Housing for women with children. (2)
- Affordable, supported housing (apartments that include apartment clusters, transitional housing, group homes, etc.) with 24 hour supervision that would be handicap accessible, etc.

### **#4 – PROVIDERS (7 Responses\*)**

- Quality of Providers.
- Increase availability of psychiatrists and therapists in rural areas.
- The need for more psychiatrists in the state.
- Mandate accuracy of provider reporting.
- Improved Services: Privatized Services have not been the answer to improved services for the populations we are supposed to serve. One reason is the "REFORM" process has just added another layer of overhead. We have one layer with the LMEs and another with the 100's of Service Providers.
- Insufficient number of providers with sign language proficiency.
- Ongoing, affordable training for providers.

### **#5 – TRANSPORTATION (6 Responses\*)**

- Increased affordable and reliable transportation options: 24/7 transportation that would be available to help transport individuals to appointments, shopping, work integration (some jobs are after 5 p.m.) particularly needed in rural areas. (4)
- Transportation for people with disabilities in the LME areas is inconsistent, ranging from some service to no service, and is so important to the basic needs of Consumers.

\*Responses calculated according to total number of completed surveys.

\*\*Indicates number of similar responses.

*The above responses were taken directly from the 2009 LCFAC to SCFAC Survey and were edited for grammar and punctuation without additions and not affecting original content.*